

# Star-TSP564II - Installation guide

## Connecting the device

Place the device on a steady desk, connect the power cable and connect an **ethernet cable**.

Power on the device, the printer automatically connects to the network and can obtain an IP address from the DHCP server on the network.

Open the front cover and install a paper roll. The paper must be rolled towards you. There is a picture inside the cover on how to place the paper. You can also find an instruction video below.

<https://youtu.be/QfhNqWsR30E>

**Important:** Keep the ethernet cable connected until the configuration is completed, you might need to go back to the management page, even after the wifi configuration

After the initialization process, a configuration overview ticket is printed. *(if not, then press the button for 5 to 9 seconds)* - the ip is on the second ticket printed by the device.

Use a computer to surf to the built-in network utility.



## Star Intelligent Network Utility

### Display Status

- ▶ Network Card Info
- ▶ Network Status
- ▶ Device Info
- ▶ Device Status
- ▶ Wireless Status

### System Access

- ▶ Login

### Contact us

- ▶ Star Web Site
- ▶ E-Mail

Device Model:IFBD-HI01X/02X  
MAC Address :00:11:62:0D:83:B4



Click on [ Star Cloud Services ] to connect.

Login using the default credentials: user "root" / password "public"

## Configure Wireless Network

If the printer needs to be connected to a wireless network then a wireless dongle needs to be connected to the device. Configure the correct wireless network under Configuration - Wireless Network.

Click the "Enter" button under "Site survey". All available networks will be listed. Connect to the desired network.

## Configure CloudPRNT option

- Go to the CloudPRNT option and apply the Cubigo specific settings:
- CloudPRNT Service: ENABLE
- ServerURL: <https://cubigostarcloudprod.azurewebsites.net/api/starcloud>  
*FOR UAT: <https://cubigostarclouduat.azurewebsites.net/api/starcloud>*
- Polling time: 5 sec
- Username: <blank>
- Password: <blank>

### | CloudPRNT

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**CloudPRNT Service**

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**Server URL**

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**Polling time (Sec.)**

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**User Name**

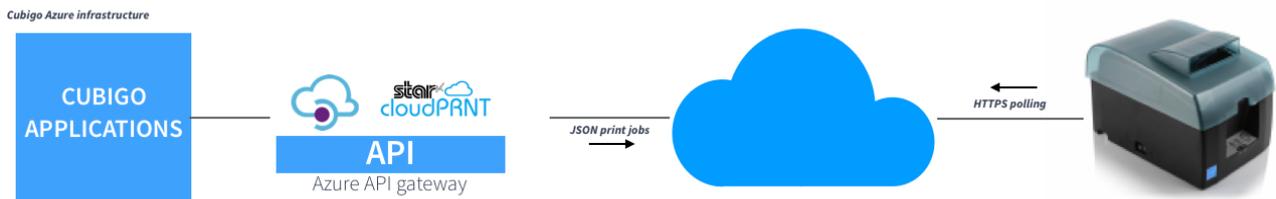
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**Password**

## Technical background

Star CloudPRNT is a protocol to enable printing from remote servers. Cubigo has implemented this protocol in the product backend enabling devices configured to connect to the Cubigo backend to retrieve their print jobs.

CloudPRNT is designed to be simple to implement, versatile and secure. The device connects to the Cubigo backend using the https protocol and retrieves a REST/JSON API and common print job data formats. The setup does not require specific firewall, port forwarding or tunneling to enable connectivity.



## Community configuration

When we want to use the ticket printer in a community, we have to provide the MAC address of the networking device that will be used to connect to the internet. A MAC address is a worldwide unique identifier of a networking device. In case you are connecting to Wifi, you have to provide the dongle's MAC address and not the Ethernet.

In case the Wifi network is not available during a maintenance period, the configuration can be switched to another MAC address. This change needs to be done by a developer.

# Troubleshooting

When you can't get the printer running or got stuck in the installation procedure, then these troubleshooting guidelines should help you out.

## OPTION 1: read the led signals

### Recoverable errors

Error description	POWER	ERROR	Recovery condition
Thermal head high temperature detection error	Flashes at 1 second intervals	Off	The printer recovers automatically when the thermal head cools.
Cover open error	On	On	The printer recovers when you close the cover.
Near end error	On	Flashes at 4 second intervals	The printer recovers when you set a new paper roll and close the rear cover.
Paper out error	On	Flashes at 0.5-second intervals	The printer recovers when you set a new paper roll and close the cover.
Ethernet link disconnection detection (*1 (Physical link disconnection))	Flashes at 4 second intervals.	Flashes at 4 second intervals.	Connect an Ethernet cable. For details, see section 3-2-4, "Ethernet Interface Cable."
Ethernet link disconnection detection (*1 (IP address lost))	Flashes at 0.25 second intervals.	Flashes at 0.25 second intervals.	Set the correct IP address and restart the printer.

### Unrecoverable errors

Error description	POWER	ERROR	Cause	Recovery condition
Cutter error	Off	Flashes at 0.25-second intervals	Paper cutting in progress error	After you restart the printer, the printer recovers when the mobile cutter returns to its home position. (Note 3, 4)
Flash memory error	Off	Flashes at 1 second intervals	Flash memory access error	-
EEPROM error	Off	Flashes at 1.5 second intervals	This is not a recoverable error.	-
SRAM error	Off	Flashes at 2 second intervals	RAM access error	-
Head thermistor error	Off	Flashes at 3 second intervals	Detection of head thermistor error	-
Power voltage error	Off	Flashes at 4 second intervals	Detection of power voltage error	Check the condition of the power supply, and restart the printer.

**OPTION 2: If needed perform a factory reset**

The intelligent interface built into the TSP654II is in the video at 3:55

<https://youtu.be/aM0TiqbT70I>

**OPTION 3: Watch this common error instruction video for a solution**

<https://youtu.be/sB9SSwvPMuI>